



LEEDS PLAY HOUSE

DUTY MANAGER (CASUAL)

Recruitment Pack

If you require this Recruitment Pack in a different format, please contact the HR & Learning team on 0113 213 7280 or recruitment@leedsplayhouse.org.uk



Supported using public funding by
**ARTS COUNCIL
ENGLAND**



**THE LIZ & TERRY BRAMALL
FOUNDATION**



QUARRY THEATRE
850 CAPACITY



BRAMALL ROCK VOID
100 CAPACITY



COURTYARD THEATRE
420 CAPACITY

QUICK FACTS

3 THEATRES

5 MAIN REHERSAL & STUDIO SPACES

c175,000

AUDIENCE PER YEAR

OVER 19,500 PEOPLE

CONNECTED THROUGH PLAYHOUSE CONNECT

10M

TURNOVER

+

THIS **SHORT FILM** WILL
HELP YOU UNDERSTAND
WHAT WE'RE ALL
ABOUT.

- Restaurant & café
- Two bars
- Conferencing and events
- Public gallery space
- Dedicated space for young people

leedsplayhouse.org.uk

[f](#) [i](#) @leedsplayhouse



WHO WE ARE

Leeds Playhouse has been one of the UK's leading producing theatres for 55 years. We are an award-winning cultural hub, a place where people come together to share stories, spark creativity and experience world-class theatre in the heart of Yorkshire.

At the heart of our purpose is a belief in the transformative power of theatre. We are driven by a social mission – to create work that speaks directly to the people of Leeds, reflects their lives, and opens up new possibilities for everyone who calls this city home. Our productions, projects and partnerships are rooted in the belief that culture should be accessible to all, and that theatre can be a catalyst for change.

The Playhouse has a proud history of inclusive practice, community connection and civic responsibility. We work closely with people across our region to ensure our work is representative, relevant and resonant. Our commitment to inclusivity is embedded in everything we do, from our artistic programme to our participation work and building design.

This warm, open approach has been recognised nationally. In 2022, **Leeds Playhouse** was named **Most Welcoming Theatre** at the **UK Theatre Awards**, a testament to our commitment to creating an accessible, inclusive and creative space at the heart of the Leeds City Region. Our productions continue to receive national acclaim, including the Olivier-nominated *Animal Farm*. For three consecutive years, Playhouse performers have won **Best Performer in a Musical**, and in 2024 our production of *Oliver!* was named **Best Musical**.



THE ROLE

The purpose of this role is to assist the Theatre Manager to oversee the Front of House Theatre operations to ensure a warm, safe and inclusive welcome to all our visitors, as well as supporting and leading the team of Front of House Attendants and Supervisors to ensure that a high level of customer service are achieved at all times.

The role of Duty Manager ensures that all standard Health and Safety and venue specific procedures are followed. The Duty Manager also drives sales and fundraising initiatives, as well as representing the core values of Leeds Playhouse through the promotion of inclusivity and allyship.

The role involves regular weekend and evening working.

The Duty Managers report to the Theatre Manager, with the support of the Assistant Theatre Manager.

We are seeking staff that have availability to work across the busy festive season.

DUTIES AND RESPONSIBILITIES

THE MAIN DUTIES AND RESPONSIBILITIES OF THE ROLE ARE:

- Provide a warm, friendly and inclusive welcome to all building users.
- Be an ambassador for Leeds Playhouse's mission and values.
- To duty manage performances and events in line with the venue requirements, liaising with all necessary internal departments and visiting companies, to ensure the performance or event runs smoothly, and collate any information requiring further action.
- To be familiar with the venue emergency action plan, and lead on emergency evacuations with the support of the Security team.
- Respond to First Aid situations within the venue (full training will be provided), with the support of the Security team.
- To follow correct procedures in the event of a show cancellation or other interruption to schedule, to ensure Theatre Management team are informed and customer experience is prioritised.
- To lead the Front of House team to deliver exceptional standards of service for each performance and event.
- To assist with the effective use and supply of all equipment and resources (including but not limited to Duty Manager mobile phone, radios, scanners, and accessible equipment).
- With support from the wider management team, to respond to any in person customer comments or complaints effectively and sensitively.
- To support the facilitation of sales of any internal or visiting company programmes or merchandise, ensuring correct data is collected for settlement purposes.
- To complete the reconciliation of ice cream and merchandise sales, ensuring any supporting paperwork is included and discrepancies are investigated.
- To, when applicable, adhere to the Expenses and Taxi Policy, to book taxis home for Front of House staff.

ANY OTHER DUTIES

The duties and responsibilities set out are not exclusive or exhaustive. The post-holder may be required to undertake other reasonably determined duties and responsibilities within the organisation which are appropriate with the level of the role without changing the general character of the post. The post-holder would be given appropriate training and equipment to carry out any duties of this kind.

- To ensure all staff are aware of and adhere to Leeds Playhouse's vision and values. Manage the Front of House team whilst on shift to ensure and encourage best standards and behaviours are delivered (staff performance, time keeping, personal standards etc), reporting any performance issues to Theatre Management team.
- To assist in the recruitment, training, management and staff development of Supervisors and Attendants.
- To assist in regular drills of emergency responses.
- Support Leeds Playhouse events that take place in other locations outside of the main venue.
- Promote a safe and inclusive environment for everyone.
- Help to fundraise for Leeds Playhouse, including assisting in bucket collections.

GENERAL RESPONSIBILITIES

- Adhere to and implement the guidelines, procedures and policies for the company as detailed in the staff policies.
- Play a role in the life of the company and to work across departments to develop a positive and engaged organisational culture.
- Work with Playhouse Connect to open up the theatre's creative processes to a wider range of communities, including people engaged in learning.
- Be aware of, and comply with, rules and legislation pertaining to Health and Safety at work and to abide by the procedures as set out in the Health and Safety Policy of Leeds Playhouse.
- To have a positive attitude to environmental issues. To have a pro-active role in the development and action of environmental policy and procedures relevant to your team in particular and the Playhouse as a whole.
- To have a positive attitude to and willingness to engage with and seek continual improvement in areas of inclusion and anti-racist practice at Leeds Playhouse, including our Plan for Change and Action for Change development initiative.
- To be willing to undertake training and development as required.

PERSON SPECIFICATION

ESSENTIAL REQUIREMENTS

If you do not demonstrate that you meet all these criteria, you may not be shortlisted:

- Enjoy meeting new people and having new experiences.
- Have a passion and experience for working in an events-based environment and providing excellent customer service.
- The ability to calmly and successfully resolve customer feedback or complaints.
- Enthusiastic to learn about our product range and share this information with the team in order to drive revenue and sales.
- A willingness and flexibility to work evenings and weekends, including throughout our festive season.
- Ability to work calmly and effectively in busy or high-pressure situations.
- Experience of successfully leading and motivating a team of people within a customer facing environment.
- Impeccable customer service skills, and a willingness to go the extra mile to deliver customer service.
- Cash handling skills including managing floats and cash reconciliation procedures.
- Proactive problem solver and attention to detail.

DESIRABLE REQUIREMENTS

If we need to choose between candidates who meet the essential criteria, we may take these factors into account:

- Experience of leading or managing a customer service team in the cultural sector, e.g. theatre, visitor attraction, leisure, stadium, heritage site or museum.
- First Aid at Work certification.

EMPLOYMENT TERMS SUMMARY

CONTRACT

This is a casual contract and hours will vary.

Any offer we make is subject to:

- receipt of 2 satisfactory references
- proof of eligibility to work in the UK

PAY

£13.37 per hour on a casual basis.

HOURS

Casual terms. Hours will vary. Early mornings, evenings and weekends, including occasional Sundays and some unsocial hours.

We are seeking staff that have availability to work across the busy festive season.

HOLIDAY

Holidays are paid throughout the year based on the number of hours worked.

NOTICE PERIOD

As this role opportunity is for casual work, there is no obligation on Leeds Playhouse to provide you with work. We aren't promising or guaranteeing a minimum level of work to you. You will work on a flexible, "as required" basis. We reserve the right to end an assignment at any time. If we need to cancel the assignment we will notify you as soon as reasonably practicable

LOCATION OF WORK

Your main place of work will be Leeds Playhouse. You may be required to work permanently or temporarily at other locations in the Leeds City Region. You may be asked to work temporarily in other locations in the UK.



BENEFITS

PENSION

Auto-enrolment in a Standard Life Pension, unless you opt out, with 3% employer contribution, if eligible.

BENEFITS

- Free employee assistance service
- Corporate gym and swimming discount
- Staff ticket discount
- Staff discount in Playhouse food and drink outlets
- Inhouse counselling services with a BACP counselling professional on site (by referral)
- Voluntary Cash Health Plan (optional)

HOW TO APPLY

**TO FIND OUT MORE,
PLEASE CONTACT
STEPHANIE SMITH,
THEATRE MANAGER
[stephanie.smith@leeds
playhouse.org.uk](mailto:stephanie.smith@leedsplayhouse.org.uk).**

PHOTOGRAPHY CREDITS

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Page 10: *The Lives We Carry* at
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Please read the job description carefully before starting your application to ensure that you meet all of the essential criteria and are able to provide evidence in your interview to support these areas. Only relevant information will be considered when shortlisting candidates.

Your application will be retained securely for 3 months before being destroyed if you are unsuccessful, and for up to 12 months if you are successful.

HOW TO APPLY

To apply for this post please complete the online application form and diversity monitoring form which can be found on the job opportunities page, under the job role you are applying for. Data from your diversity monitoring form will not be shared with the recruitment panel.

If you would like to request any adjustments to enable you to apply for this post or to fully participate in an interview, please contact recruitment@leedsplayhouse.org.uk.

INTERVIEWS FOR DISABLED CANDIDATES

Leeds Playhouse is a member of the Disability Confident scheme. Subject to capacity, we will interview candidates who identify as disabled who demonstrate that they meet all the essential criteria for the job.

EQUAL OPPORTUNITIES

Leeds Playhouse is committed to promoting equality and opportunity in its employment practices. In particular, the company aims to ensure that no potential or actual employee receives more or less favourable treatment on the grounds of race, colour, ethnic or national origins, marital or civil partner status, sex, sexual orientation, gender reassignment, age, or religious beliefs. Disabled candidates will not be treated less favourably on the grounds of their disability.

SAFEGUARDING

The Playhouse is committed to safeguarding, and operates an environment where all staff are expected to report any concerns about vulnerable people, or about the behaviour or practice of colleagues and other people they come into contact with.

A photograph of a man and a woman looking at a smartphone together at night. The man, on the left, has dark curly hair and glasses, wearing a teal polo shirt and a lanyard that says 'LEEDS PLAYHOUSE'. He is smiling and pointing at the phone. The woman, on the right, is wearing a yellow knit beanie, a colorful patterned scarf, and a purple sweater. She is holding a glass of beer. The background is dark with some blue lights. A large, semi-transparent orange shape is on the left side of the image.

THANK YOU

FIND US AT

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Quarry Hill, Leeds LS2 7UP
leedsplayhouse.org.uk
0113 213 7700